

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

Claim 1 (currently amended) A service alert agent for providing access to product information for a computer related product, comprising:

a memory device that stores the product information and being located on an external portion of the computer related product; and

an audio device that audibly conveys the product information stored in the memory device; and

a connection device configured to create a direct connection between a remotely located authorized representative of the computer related product and the service alert to allow the authorized representative to interactively share information with the service agent during troubleshooting of the computer related product.

Claim 2 (original) The service alert agent of claim 1, further comprising a recording device that records audio and stores the audio in the memory device.

Claim 3(original) The service alert agent of claim 1, wherein the audio device audibly conveys the product information in more than one spoken language.

Claim 4 (original) The service alert agent of claim 1, further comprising a power source for independently powering the service alert agent.

Claim 5 (original) The service alert agent of claim 1, wherein the audio device comprises a microphone and a speaker.

Claim 6 (original) The service alert agent of claim 1, further comprising a processor that digitally connects the service alert agent to a computer system.

Claim 7 (original) The service alert agent of claim 6, wherein the processor enables send and receive capabilities to allow sharing of information between the computer system and the service alert agent.

Claim 8 (original) The service alert agent of claim 7, wherein the service alert agent communicates with a memory device of the computer system to allow automatic and electronic maintenance, checking and updating of the service alert agent.

Claim 9 (original) The service alert agent of claim 7, wherein the service alert agent communicates with a printer to allow printouts and hard copies of the product information.

Claim 10 (original) The service alert agent of claim 7, further comprising a network connectivity of the computer related product to allow remote accessibility to and from the service alert agent.

Claim 11 (currently amended) The service alert agent of claim 1, wherein the service alert agent is remotely accessible by at least one of customer service or technical support representatives of the computer related product.

Claim 12 (original) The service alert agent of claim 1, wherein the memory device is capable of recording and storing each service on the product for creating a service history list.

Claim 13 (original) The service alert agent of claim 1, wherein the product information includes at least one of the serial number of product, important technical support and customer service phone numbers related to the product, product warranty information, product tips, product advice or frequently asked questions.

Claim 14 (currently amended) A method for providing access to product information for a computer related product, comprising:

storing the product information on an electronic device located on an external portion of the computer related product; and  
audibly conveying the product information stored in the memory device;  
providing a direct connection between the service agent and a remotely located authorized representative of the computer related product; and  
interactively sharing information stored on the service agent with the authorized representative during at least one of troubleshooting or servicing of the computer related product.

Claim 15 (original) The method of claim 14, further comprising recording audio and storing the audio.

Claim 16 (original) The method of claim 14, further comprising conveying the product information in more than one spoken language.

Claim 17 (original) The method of claim 14, further comprising independently powering the service alert agent.

Claim 18 (original) The method of claim 14, further comprising digitally connecting the service alert agent to a computer system.

Claim 19 (original) The method of claim 18, further comprising sharing information between the computer system and the service alert agent.

Claim 20 (original) The method of claim 18, further comprising communicating with a memory device of the computer system to allow automatic and electronic maintenance, checking and updating of the service alert agent.

Claim 21 (original) The method of claim 18, further comprising communicating with a printer to allow printouts and hard copies of the product information.

Claim 22 (original) The method of claim 18, further comprising providing network connectivity of the computer related product to allow remote accessibility to and from the service alert agent.

Claim 23 (currently amended) The method of claim 14, further comprising providing remote accessibility by at least one of customer service or technical support representatives of the computer related product.

Claim 24 (original) The method of claim 14, further comprising recording and storing each service on the product for creating a service history list.

Claim 25 (original) The method of claim 14, wherein the product information includes at least one of the serial number of product, important technical support and customer service phone numbers related to the product, product warranty information, product tips, product advice or frequently asked questions.

Claim 26 (currently amended) An electronic device that provides access to product information for a product, comprising:

a memory device located on an external portion of the computer related product and having stored therein the product information;

an audio device that audibly conveys the product information stored in the memory device; ~~and~~

a recording device that records audio and stores the audio in the memory device; and

a connection device configured to create a direct connection between a remotely located authorized representative of the computer related product and the electronic device to allow the authorized representative to interactively share information with the electronic device during servicing of the electronic device.

Claim 27 (original) The electronic device of claim 26, wherein the audio device audibly conveys the product information in more than one spoken language.

Serial No.: 09/730,422  
Attorney Docket No.: AUS9-2000-0593-US1

Claim 28 (currently amended) The electronic device of claim 26, wherein the electronic device is remotely accessible by at least one of customer service or technical support representatives of the product.

Claim 29 (original) The electronic device of claim 26, wherein the memory device is capable of recording and storing each service on the product for creating a service history list.

Claim 30 (original) The electronic device of claim 26, wherein the product information includes at least one of the serial number of product, important technical support and customer service phone numbers related to the product, product warranty information, product tips, product advice or frequently asked questions.